

Date: November 10, 2015

From: John B. Troost, 2<sup>nd</sup> Vice President  
LA County Commission on Disabilities

Subject: 11-18th LACCoD Meeting - ASI Monthly Report for the Board Meeting held on Oct. 27, & Nov. 2, 2015

Since the last Commission Meeting there were two Special Access Board meetings held, the first one was at Access Services in El Monte on October 27<sup>th</sup>. I attended this meeting, whereas most everyone else attended through telephone conference.

After the meeting was called to order, Araceli Barajas read into the record, a Public Comment, that she received from an Access Rider in San Pedro that was somewhat disenchanted with phone customer service, and how she was treated over the phone. Her main issue was a late pick up. If you would like more information Emma, Vice President Neal and I have copies. Shelly Verrinder then reported that, on October 22<sup>nd</sup>, the House Transportation and Infrastructure Committee approved a multi-year surface transportation bill that included an amendment by Representative Grace Napolitano (D-CA) to authorize any paratransit system currently coordinating complementary paratransit services for more than 40 fixed route agencies to continue using an existing tiered, distance-based coordinated paratransit fare system. This article is in front of you, thank you for all of your support, fares will remain at \$ 2.75 and \$ 3.50 for trips over 20 miles. This meeting was mainly to amend a motion which was made at the September meeting, because of an unavoidable increase in premiums of various insurance policies. The main policy that was increased was the Workers' Compensation coverage package a second authorization had to be made. This authorization was unanimously approved and the meeting ended, in about a half hour.

The second meeting on November 2<sup>nd</sup> was held at the Doubletree By Hilton in the Foothill area. To me this was more like an upper level Administrative Staff Meeting and the Board of Directors with a firm that led and moderated the discussion to keep everyone from diverting to different topics. The firm was the Peter Barron-Stark Company based in San Diego ran the days discussion along with his Associate Jane Flaherty. Before the November 2<sup>nd</sup> Retreat took place, Mr. Stark and Ms. Flaherty had single interviews with everyone, meaning all the Board Members and upper level staff that were participating at the retreat, these interviews were scheduled to take place the day of the October Commission Meeting. So that I would not miss our meeting here, it was arranged so that my interview took place via Skype the following week. The results of the internet survey and the personal interview proved a good working relationship between members of the Board and upper level Staff. This was a complete turn-around of the last assessment done five years ago, by the same company. Mr. Stark was

amazed that most of the survey questions done individually through the internet were relatively were answered in the same way, as well as the personal interview questions.

There were two staff presentations presented, the first was a discussion about using a telephone app. To follow a ride which would give the rider a better idea about tracing their ride as to whether it is on time or not, this app, will help to reduce time given by phone takers, taken in the dispatch center, which now averages about three to four calls a ride. We also had a discussion about the free fare program and the outcome was to set up a working group or committee to look at this issue more in depth.